

Fort Smith Transit's Draft No-Show Policy

Our agency has established trip reservation, cancellation, and no-show procedures that help on-time performance and ride availability.

- **Reservations:** must be made by 3:00 p.m. one day prior to your trip or by 5:00 p.m. for passengers certified as ADA eligible. Reservations will be accepted no more than five (5) days in advance of a ride.
- **Cancellations:** must be made at least one hour in advance.
- **No-Show Policy:** encourages a client to follow-through with rides they have scheduled or to cancel a ride at least one hour in advance.

Excused no-shows beyond the riders control:

- The customer is observed by transit staff as being sick.
- A family emergency, verified by transit staff, such as an immediate illness of a family member, death.
- A mobility aid fails and prevents the passenger from accessing the bus system.
- A passenger is late because of experiences associated with connecting transportation, i.e. airplane, etc.
- The passenger encounters adverse weather conditions.
- Acts of God
- Staffing error
- Other occurrences verified by the Transit Director or designated recipient.

Unexcused no-shows or cancellations when a trip is missed for the following reasons:

- Customer didn't want to travel today.
- Customer changed their mind about using appointment.
- Customer didn't know that he or she had a ride scheduled or was supposed to call to cancel.
- Customer got another ride.
- Customer told someone else he or she was not planning to travel or someone else booked the ride.
- Customer doesn't want to ride with a specific driver or passenger or on a specific vehicle.
- Customer failed to Board within the thirty minute window (fifteen minutes before to fifteen minutes after the schedule pickup time).
- Customer failed to cancel their trip reservation within one hour of the scheduled trip.
- Other occurrences verified by the Transit Director or designated recipient.

Suspensions will begin five (5) business days following the next regularly scheduled Transit Advisory Commission meeting so the client can be notified and have an opportunity to contest the no-show, violation and/or make other travel arrangements.

APPEALS PROCESS

The Fort Smith Transit Department has established an appeals process to provide individuals with grievances an opportunity to have their issues reviewed by a third party.

All grievances must first be filed in writing to the Transit Director at Fort Smith Transit, P.O. Box 1908 Fort Smith, AR 72902. This will enable the director to ensure all information relating to the issue(s) have been apparent in the initial decision. If the issue can then be resolved to the satisfaction of the appellant, no further action will be necessary. If a resolution cannot be reached with the director, the appeal will be addressed by the Transit Advisory Commission. If grievances cannot be resolved after the above processes have been exhausted, the issue(s) will be addressed by City Administration.

2011 Draft No-Show Policy

Incentive for frequent riders - On Time - Every Time	
1 Month	1 Free Ride (Round Trip)
Requires more than 35 completed trips per month with no service disruptions and absence of any no-show occurrences.	

Trips completed per month	Maximum number of no-shows per month
1-14	1
15-39	3
40 or more	5

Please do not consider this guidance as justification for not calling when a trip is not needed.

Consequences for an established pattern/practice of no shows as defined in the table above:	
1 st Violation (Exceeding Maximum per Month)	Letter of Warning
2 nd Violation (Exceeding Maximum per Month)	2 Day Suspension
3 rd Violation (Exceeding Maximum per Month)	5 Day Suspension
4 th Violation (Exceeding Maximum per Month)	10 Day Suspension
5 th Violation (Exceeding Maximum per Month)	30 Day Suspension

Violation history covers a 6 month floating period.

Example:

In January you complete between 15-39 trips and you generate 4 or more no-shows – you would receive a letter of warning as a 1st violation.

In February you complete the same number of trips as January and continue to receive 4 additional no-show occurrences – you would face suspension of service for 2 days.

In March you complete 12 trips and acquire 3 additional no shows – you would face a 5 day suspension.

In April you complete 42 trips and acquire 3 no-shows – no suspension would occur as you are below the maximum no-shows per month.

In May you have improved your boarding practice with more than 35 trips and no penalties are applied, as a result you receive a free round trip as an incentive to maintain good boarding habits.

In June you exceed the maximum no-shows and a violation is applied resulting in the forth violation resulting in a 10 day suspension.

In July you again exceed the maximum no-show amount which would ordinarily result in a 30 day suspension for the 5th violation, however because the policy addresses a 6 month floating period, January's no-show and violation history is removed making this violation a repeated fourth violation resulting in a 10 day suspension.

Medical Services – Any individual placed on suspension will be provided trips for medical service appointments only. There will be no other exceptions.